

## Mandatory Scored Questions

Offerors must answer all the questions in this spreadsheet in the cell provided.

Failure to answer these questions will result in disqualification of the proposal.

Offerors must indicate whether their proposal meets the individual requirement and provide a supporting narrative in the space provided. The narrative description, along with any required supporting materials, will be evaluated and awarded points in accordance with Section 6, Proposal Evaluation and Award. ONLY upload documents if there is a Yes in the "Upload Attchts with Additional Information?" column, to provide additional information about specific questions. Documents not requested in this column will not be evaluated.

**DO NOT INCLUDE ANY COST INFORMATION IN YOUR RESPONSE TO THIS WORKSHEET.**

Question #	Questions per Proposal Factors/Categories	Response by Offeror	Upload Attchts with Additional Information?	Attachment File Name
	<b>Experience</b>			
1	Offeror must possess a minimum of 5 years of documented experience providing contract management services with a similar scope of services.	Families First has provided provided oversight for similar services for several years. See attached company experience.	Yes	Company Experience
2	Offeror must submit a list of all clients for whom similar services, as detailed in this RFP, have been provided during the past three years. The list must include: dates of service, name of contact person, title of contact person, address, and phone number of contact person	Families First has provided a list of clients for whom we have provided services detailed in the RFP. Their information has been provided in the attachment.	Yes	References
3	Offeror must provide at least 3 references from former clients to whom they provided contract management services with a similar scope of service to those in this solicitation. Each reference must include the following: client name, contact person, phone number, email address, and the scope of service	Letters of reference are included	Yes	Amerigroup Reference, DFCS reference and Cedar Grove Reference
4	Offeror must disclose any services terminated by the client(s) and the reason for termination	None	Yes	NA
	<b>Financial Stability</b>			
1	Offeror must provide a copy of the most recent audited financial report if a public company. The offeror must, if not a public company, provide a copy of the most recent internal financial statement and a letter from their financial institution stating the offeror's financial stability. The letter must be on the financial institution's letterhead.	Families First's Audit is provided	Yes	Audit
2	Offeror must disclose any pending or current litigation against their company. If None type "None" in the comments section.	None	Yes	NA
3	Offeror must disclose any bankruptcies filed in the last ten years. If None type "None" in the comments section.	None	Yes	NA
	<b>Organization Composition</b>			

1	Offeror must be a 501 (c)(3) organization, including having a board that hires and supervises the agency's director and provides oversight for organizational operations.	Families First is a 501 c3 organization. We are governed by a board that hires and supervises the CEO, Kim Anderson and has oversight of the organization's operations. See the 501c3 letter and the list of board members.	Yes	Families First 501 c 3 and Families First Board of Directors
<b>Technical Requirements</b>				
1	Offeror must describe their approach to creating and administering a grant application process, including announcement, review and administration.	<p>Families First contracts for services as needed and does so in an ethical manner. If the contract is less than \$25,000, a Request for Proposal (RFP) is not required. These contracts are entered into and administered by the appropriate senior leadership staff member. If a new service contract exceeds \$25,000, then an RFP process is initiated. The RFP is created in conjunction with key staff to ensure it covers the need. Families First will create and disseminate an RFP or RFQ for the services needed in one or more of the following ways:</p> <ul style="list-style-type: none"> <li>• Posted on Families First's website; <a href="http://www.familiesfirst.org">www.familiesfirst.org</a> for a minimum of 10 business days.</li> <li>• Sent to recommended or referred agencies and/or individuals.</li> <li>• If outside of the metropolitan area, announced in the local newspaper for a minimum of 5 business days.</li> </ul> <p>All advertisement will indicate how to obtain an application, the general scope of services, the due date and contact information for questions. The application will consist of the scope of services, due date, method of submission, experience and background of the responder, how outcomes will be evaluated, costs associated with providing the services and the timeframe needed to provide the service.</p>	No	
2	Offeror must describe their approach to evaluating provider grant applications on a competitive basis and recommending providers to DPH.	<p>Families First will receive all applications by the due date indicated on the announcement. The applications will be reviewed individually by the CEO, CFO as appropriate and the program director. Applications will be scored based on their completeness, feasibility, experience and budget for the services requested. Families First staff will meet to review and discuss the applications and make a decision based on the needs of the program. Applications received after the deadline or lack the required information will be disqualified and not considered for an award.</p>	No	
3	Offeror must describe their approach to selecting qualified providers to participate in the program.	<p>Families First will select qualified providers by issuing a RFP or RFQ that will be posted on the website, sent out to recommended or referred companies and/or posted in the newspaper in the affected area where services will be provided. All interested parties must submit a response outlining the services they will provide, the timeframe in which they will perform the services, past and current experience, evaluation of the program and services and outcomes expected, financial stability and budget and costs to perform the outlined services.</p>	No	

4	Offeror must describe their approach to communicating written acceptance or denial of grant applications that have been approved by DPH, to Direct Client Service Providers.	The companies or individuals responding to an RFP or RFQ will be notified of an acceptance or denial by the means provided in the company's/individual's response. A letter will be sent to the email or address on file acknowledging acceptance or denial and the next steps, if any, that will need to be taken to proceed with the contract process.	No	
5	Offeror must describe their approach to monitoring the continual compliance with the subcontract and ensuring that providers fulfill all subcontract requirements.	<p>Monitoring of the subcontractor will be a two-part process:</p> <p>a. Subcontractors who are hired to provide direct services to Families First clientele will be monitored by the appropriate program director to ensure all contractual obligations are fulfilled.</p> <p>b. In addition, monitoring will take place by the business office to ensure the invoices for payment are submitted in a timely manner, are in line with the contractual budget and the appropriate documentation is submitted with the invoice.</p> <p>Families First monitors and evaluates the quality of social and human services purchased from other provider organizations. Contractors of purchased human or social services used by Families First will have the following:</p> <ul style="list-style-type: none"> <li>• sufficient human and financial resources to fulfill the terms of the contract; and</li> <li>• are licensed or otherwise legally authorized to provide the contracted services.</li> </ul> <p>Families First periodically monitors contractor progress toward fulfilling the terms of the contract. Contracts for social and human services include:</p> <ul style="list-style-type: none"> <li>• service quality, client satisfaction, and outcomes that meet with Families First' expectations;</li> <li>• criteria for evaluating vendor performance; and</li> <li>• protocols for routine communication of related data.</li> </ul> <p>When monitoring and evaluation activities identify areas in need of corrective action, Families First:</p> <ul style="list-style-type: none"> <li>• develops a corrective action plan in conjunction with the contractor; and</li> <li>• follows up to ensure compliance.</li> </ul>	No	
6	Offeror must describe their approach to processing, inspecting, reviewing, and approving subcontractors' budgets, invoices for payment, and documentation of expenditures.	Subcontractors must submit invoices for review of expenses to the business office during the agreed upon time frame. All invoices must contain an itemized list of services provided and the appropriate documentation of expenditures. The time frame will vary according to the services being provided. The business office will review all invoices for thoroughness and ensure the invoices comply with the agreed upon budget and contract in place. All invoices will be paid according to the terms of the contract in place.	No	

7	Offeror must describe their approach to maintaining records for each grant applicant and award.	Families First policies for maintaining records for each grant applicant with whom it had business transactions totaling more than \$25,000 during the previous 12 months and information regarding any significant business transactions between the provider and a wholly-owned supplier or between the provider and any subcontractor will be kept for 5 years. Financial Records are kept for seven years with the most recent two years kept on site. Prior years are maintained off site in storage. Records older than seven years are destroyed on an annual basis.	No	
8	Offeror must describe their approach to coordinating activities and correspondence between the DPH and Direct Client Service Providers.	Families First will ensure correspondence between the DPH and Direct Client Service Providers by holding quarterly meetings to ensure all contractual obligations are being met; providing contact information for all direct client service providers to DPH and vice versa; and maintaining direct contact with all direct service providers throughout the contract.	No	
9	Offeror must describe their approach to developing and implementing an evaluation plan to monitor progress and outcomes for the proposed Pregnancy Support Services.	Direct Service providers will be evaluated based on the parameters of the c	No	
<b>Staffing</b>				
1	The offeror must provide an organizational chart including all staff that will be used in the course of the resulting contract showing reporting relationships within their organization and a biography for agency director.	Families First Organizational Chart is attached along with the biography of Kim Anderson	Yes	Families First Organizational Chart and Kim Anderson Biography
<b>Implementation</b>				
1	The offeror must submit an implementation plan in response to this RFP to ensure a smooth transition of services to be provided under the new contract. The implementation plan shall include all tasks to be performed and milestone dates.	Implementation plan is attached.	Yes	Implementation Plan
2	The offeror must describe their approach to develop and implement direct service provider contracts within 30 days of contract execution date.	After the contract is received, Families First will immediately issue an RFP/RFQ for direct service providers. After advertisement and accepting applications, Families First will move quickly to ensure contracts with direct service providers are developed and services can begin as soon as possible.	No	
<b>Reporting</b>				
1	Offeror must describe its ability to collect and report appropriate documentation as required by DPH.	Families First has a number of contracts with the state and local governments. In addition, we receive large grants from foundation and other non-profits. We are accustomed to gathering data, evaluating the data and ensuring that the appropriate reports and documentation is provided to the funding agency.	No	
2	Offeror must describe its ability to submit timely and complete quarterly and end of the year programmatic reports.	Families First has a team of people who regularly submit timely and complete reports to multiple agencies each month. The Grants and Contracts Manager along with the business office, the program director and the Chief of Programs will work as a team to submit timely and complete quarterly and end of the year programmatic reports as required.	No	
3	The offeror must provide samples of all available standard reports.	Sample reports are attached.	Yes	Sample Reports 1, 2 and 3